

UNIVERSITY OF FORT HARE

INTRODUCTION TO FIELDS OF INDUSTRIAL PSYCHOLOGY AND
HUMAN RESOURCES MANAGEMENT
IPS123F

DEGREE EXAMINATIONS

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Time: 3 HOURS
Subject: IPS123F
Marks: 100

This paper consists of _ pages including the cover page

Internal Examiners
Mrs N. Chimucheka
Mrs V. Ngwimba

Internal Moderator
Mrs N. Gcaza

INSTRUCTIONS

INSTRUCTION: Read questions carefully and answer ALL the questions provided in this paper.

SECTION: A

QUESTION: 1 Multiple Choice Questions

Please the correct answer on the answer booklet provided.

(1 x 30) = 30 Marks

1. Probability testing is an example of what type of approach taken to analyse research data ?
 - A. Descriptive statistics
 - B. Framework analysis
 - C. Inferential statistics
 - D. Content analysis

2. Inferential statistics and descriptive statistics are examples of which type of research approach?
 - A. Psychological research
 - B. Quantitative research
 - C. Causal research
 - D. Qualitative research

3. Which one is the third step in planning and executing research?
 - A. Collect data
 - B. Formulate questions
 - C. Analyse data
 - D. Choose research design

4. Tristan needs to evaluate a questionnaire on job satisfaction. The questionnaire contains several questions on physical health. Tristan has doubts about the questionnaire's validity. Which validity is in question?
 - A. Content validity

- B. Criterion-related validity
 - C. Construct validity
 - D. Face validity
5. I-O specialists need to continuously ensure that they are aware and have knowledge of the latest information in the field. This is due to the ethical code of _____.
- A. Confidentiality
 - B. Moral and legal standards
 - C. Informed consent
 - D. Competency
6. As an I-O specialist, Ruth is faced with a problematic gap in her competency. What should she do?
- A. Deny that there is a gap in her competency
 - B. Learn from the context in which the gap is occurring
 - C. Focus on the areas that she does have competency in
 - D. Consult a specialist in that field
7. Informed consent means that participants:
- A. Can withdraw at any time
 - B. Will have their information safely stored
 - C. Must be told who has access to their information
 - D. All of the above
8. Which classical approach to psychological health argues that psychopathology is the result of environmental influences through faulty learning and the strengthening of maladaptive behaviour patterns?
- A. Behaviourism

- B. Evolutionary psychology
- C. Bio-psychosocial approach
- D. Psychoanalysis

9. Which classical approach to psychological health emphasises the validity and relevance of people's knowledge?

- A. Humanistic psychology
- B. Positive psychology
- C. Trait psychology
- D. Cognitive psychology

10. Happiness is also viewed as a field of study that comprises three levels of good living. Which of the following is not representative of those levels?

- A. The pleasant life
- B. The examined life
- C. The engaged life
- D. The meaningful life

11. Which one of the following is not an external factor that contributes to psychological health and maladjustment?

- A. Political conditions
- B. Genetic attributes
- C. Traumatic events
- D. Socioeconomic conditions

12. Which state of health involves high levels of psychological and social well-being and a diagnosis of a psychological disorder.

- A. Flourishing
- B. Struggling

- C. Floundering
- D. Languishing

13. Which of the following is a stressor-related disorder?

- A. Generalised anxiety disorder
- B. Panic disorder
- C. Adjustment disorder
- D. Phobic disorder

14. Peng keeps remembering a specific event with fear, anxiety, panic attacks and physical symptoms of nausea and headaches. Peng is likely suffering from which disorder?

- A. Dissociative amnesia
- B. Panic Disorder
- C. Generalised Anxiety Disorder
- D. Post-Traumatic Stress Disorder

15. Procrastination is a sign of which maladjustment?

- A. Undercommitment
- B. Obsolescence
- C. Overcommitment
- D. Underachievement

16. Which one of the following is not an example of overcommitment?

- A. Workaholism
- B. Fear of success
- C. High stress levels
- D. Burnout

17. Which of the following is not a cultural value dimension in the studies done by Hofstede and Feldman and Msibi?
- A. Uncertainty avoidance
 - B. Organisational citizenship behaviour (OCB)
 - C. Individualism vs collectivism
 - D. Power distance
18. Eva works for a company where she is encouraged to work on her own and self-direct her own growth and self-fulfilment. The company is influenced by which factor?
- A. Individualism
 - B. Collectivism
 - C. Femininity
 - D. Power distance
19. Pinto works for a company where the most important aspect of his work is how well he works in a team, what his team accomplishes as well as loyalty. The company is influenced by which factor?
- A. Power distance
 - B. Individualism
 - C. Collectivism
 - D. Masculinity
20. What was the finding of the study done at Mozal, an aluminium smelting company in Mozambique (Sartorius, Merino & Carmichael, 2011)?
- A. Collectivistic culture
 - B. High levels of power distance
 - C. Uncertainty avoidance
 - D. All of the above

21. Areas of _____ that inform HRM include learning, motivation, personality, perception, training, and work stress.

- A. Management
- B. Psychology
- C. Political science
- D. Sociology

22. Which of the following factors impact on an organisation?

- A. Legislation
- B. Technology
- C. Globalisation
- D. All of the above

23. Ethics and decision-making, motivation and engagement, leadership, groups and teams are part of _____ in the basic HRM value chain.

- A. Management of organisational behaviour
- B. Employment and onboarding
- C. The external environment
- D. Talent management

24. Which of the following best describes the concept of onboarding?

- A. The HR manager introducing a new employee to his or her colleagues
- B. The process that starts from recruitment and employing a person until the person is fully functioning and integrated with the organisational culture
- C. The link between the promise of new employee talent, and the realisation of that talent in actual performance
- D. The process that starts from recruitment and employing a person until the person is fully functioning and integrated with the organisational culture AND The link between the promise of new employee talent, and the realisation of that talent in actual performance.

25. The implementation of integrated HR strategies and systems to attract, utilise, engage, develop, deploy, and retain employees to meet the current and future business needs of the organisation is known as ...

- A. Organisational behaviour management
- B. Performance management
- C. Onboarding
- D. Talent management

26. A _____ defines long-term goals and plans for attaining an organisational vision and is developing for all business functions, including HRM.

- A. Objective
- B. Business plan
- C. Strategy
- D. Programme

27. When is discrimination not judged unfair discrimination?

- A. When you discriminate because of family responsibilities
- B. When you discriminate because of the inherent requirements of the job
- C. When you discriminate in line with your affirmative action policy or programme
- D. When you discriminate because of the inherent requirements of the job AND when you discriminate in line with your affirmative action policy or programme.

28. Marianne works as a receptionist in a car repair centre. She has complained to her line manager because of pictures of semi-naked women in the garage section of the business. What does her complaint constitute?

- A. The complaint is considered unjustified as Marianne is seen to be difficult
- B. Represents a dismissal of male employee rights
- C. Sexual harassment

D. Nothing, because as her line manager says, she is 'being too sensitive – it's just boys having fun'

29. Thabo is in dispute with the company that employs him. He has _____ months within which to refer this dispute to the _____ after the act in dispute.

- A. 6 ... trade union
- B. 6 ... CCMA
- C. 9 ... trade union
- D. 9 ... CCMA

30. Which of the following acts specifically seeks to advance social justice in the workplace?

- A. Labour Relations Act 66 of 1995
- B. Employment Equity Act 55 of 1998
- C. Skills Development Act 97 of 1997
- D. All of the above

QUESTION: 2 TRUE OR FALSE QUESTIONS

Read each question carefully. Identify whether you agree with the statement (True), or whether you disagree with the statement (false).

(1 x 10) = 10 Marks

1. CLUSTER A personality disorder is characterised mainly by anxious and fearful behaviour and can relate to anxiety-related disorders (avoidant, dependent and obsessive-compulsive personality disorders).
2. CLUSTER C personality disorder characterised by odd and eccentric behaviour and may relate to schizophrenia, but are not psychotic disorders (paranoid, schizoid and schizotypal disorders).
3. CLUSTER B personality disorder characterised by dramatic, emotional, impulsive and erratic behaviour and possibly hostile, violent and inconsiderate behaviour towards others.

4. Addictive disorders can form part of other disorders such as personality disorders, mood disorders and conduct and impulse control disorders.
5. Schizophrenia refers to states of cognitive and mental deterioration and confusion.
6. Evidence of personality disorders or frequent manifestations of certain personal behaviours is quite frequent in the work context.
7. Health promotion approach form part of other disorders such as personality disorders, mood disorders and conduct and impulse control disorders.
8. Obsessive–compulsive disorder is related to continuous distress and anxiety in various life roles.
9. Panic disorder is marked by recurrent unwanted thoughts and senseless urges and rituals that take time, cause distress and impair global functioning.
10. Phobic disorders are indicated by irrational and persistent fear reactions in thought.

Question: 3 Fill in the “Multiple Blanks”

Please complete each sentence below by filling in the missing word (s):

(1 x 10) = 10 Marks

1. _____ are relatively stable and difficult to change.
2. _____ are temporary and subject to change
3. _____ imbalance in two or more of the individual’s cognitions (thoughts or beliefs), or cognitions and actions, which should logically be consistent with each other.
4. _____ individuals’ attitudes can change through perception of their own behaviour or actions.
5. _____ strategy a person can use to become aware of their own assumptions, beliefs and attitudes.
6. _____ is closely linked to organisational commitment and can be perceived as the behavioural component of a person’s attitude towards the organisation.
7. _____ describes employees’ simultaneous physical, cognitive and emotional absorption in their jobs and job roles.

8. _____ is about moral values and moral behaviour and doing what is good and right.
9. _____ can affect individuals, work teams and the entire organisation. For this reason, most organisations indicate integrity and honesty as organisational values.
10. _____ employees are not perceived as objects of economic exchange, but as the end product, with the assumption that the more employees are affirmed and enabled, the more they will create a thriving organisation.

Question: 4 Short and Long Questions

Total marks (50)

1. Discuss two implications of Industry 4.0 for HRM. (5)

2. Discuss the duties of employers and those of employees according to the common law contract of employment. (10)

3. Discuss the main challenges for leading in a remote work environment? (10)

4. Explain six provisions of a typical sexual harassment policy (6)

6. Debate the difference between a transformational and servant leadership. (9)

7. Discuss the essential elements of a contract of employment as outlined by Common Law. (10)

END OF PAPER

